

Kauai County E9-1-1 Status Report

March 1, 2015 – March 31, 2015



AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

TABLE OF CONTENTS

1. PSAP Operations	4
9-1-1 Call Volume – March 2015	4
9-1-1 Call Volume – Calendar Year 2015	4
Psap operation notes:	4
Fyi.....for your information	5
Wireless PSAP TESTING – March 2015	6
Notes:	6
2. MSAG (master street address guide)	7
Current Month – March 2015	7
Msag current month notes:	7
ALI TRANSACTIONS CURRENT MONTH – MARCH 2015	8
Ali Transactions current month notes:	8
open discrepancy records Status:	8
Ali transactions Year-to-Date (YTD) Summary – 2015	9
TNCR (Telephone Number Change Request) Current Status – March, 2015	10
NOTE:	10
3. Geographic Information System (GIS) – March 2015	11
Mapping Layers Updated (Part I)	11
Mapping Layers Updated (Part II)	12
Mapping Layers Updated (Part III)	13
Mapping Layers Updated (Part IV)	14
Mapping Layers Updated (Part V)	15

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

Mapping Layers Updated (Part VI).....	16
Mapping Layers Updated (Part VII)	17
Note:	18
Geographic Information System (GIS) Narratives	18
GIS Key Activities/Updates.....	18
Police Beat 453	19
Bridges:.....	19
MapFlex Deployment:	20
MapFlex Deployment: continued.....	21
4. Service requests Transactions	22
Open Service Requests – March 2015	22
Note:	22
Service Request Year-to-Date (YTD) Summary – 2015.....	22
Note:	22
5. E9-1-1 DATABASE SYNCHRONIZATION	23
Audit Summary Results – TBA	23
Audit Summary Results – January 1, 2015 MSAG VS. aPRIL 1, 2015 - tba	23
Invalid MSAG Streets and Address Ranges – ESN x99 Records - TBA.....	23
Automatic Location Identification (ALI) Discrepancy Report - TBA.....	23

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

1. PSAP OPERATIONS

9-1-1 CALL VOLUME – MARCH 2015

(Source: Intrado Viper)

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other	% of Total Calls
MAR	4,365	715	16.38%	2,823	64.67%	46.33%	53.67%	154	3.53%	15	0.34%	0	0.00%	658	15.07%	0	0.00%

9-1-1 CALL VOLUME – CALENDAR YEAR 2015

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other	% of Total Calls
JAN	5,155	790	15.32%	3,349	64.97%	48.40%	51.60%	176	3.41%	21	0.41%	0	0.00%	819	15.89%	0	0.00%
FEB	4,738	706	14.90%	3,102	65.47%	50.06%	49.94%	129	2.72%	27	0.57%	0	0.00%	774	16.34%	0	0.00%
MAR	4,365	715	16.38%	2,823	64.67%	46.33%	53.67%	154	3.53%	15	0.34%	0	0.00%	658	15.07%	0	0.00%
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	14,258	2,211		9,274				459		63		0		2,251		0	
MON AVG	4,753	737	15.53%	3,091	65.04%	48.27%	51.73%	153	3.22%	21	0.44%	0	0.00%	750	15.77%	0	0.00%

PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are not included in the total Wireline and Wireless counts respectively.
- All VoIP (Voice over Internet Protocol) type of 911 calls is combined in the Call Volume statistic.
- *Calls with no Ali 0.34% - Statewide average = 0.11%

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

FYI.....FOR YOUR INFORMATION

FYI For Your Information				
MOBI PCS is in the process of decommissioning their radio network (Cell Towers) statewide.				
All 911 calls originating from Mobi customers will be on the Sprint PCS Network				
Database Synchronization (MSAG database vs GIS database)				
County	As of (Date)	Percentage %		
Hawaii County	February 1, 2015	99.14%		
Kauai County	January 1, 2015	99.90%		
Maui County	March 1, 2015	100.00%		
Oahu Civilian	January 1, 2015	99.70%		
Statewide Average	March 1, 2015	99.69%		
*Statewide average of the Database Synchronization between the MSAG and GIS Database = 99.69%				
NENA's recommended match rate for Next Generation implementation is 98%.				
* Statewide averages does not include the Military databases.				

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

WIRELESS PSAP TESTING – MARCH 2015

KAUAI COUNTY - MARCH 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
3/10/2015	Verizon	1	1	Kauai PSAP	Pass	Kalaheo Site

NOTES:

- There was one (1) scheduled Wireless 911 test for the month of March 2105.

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – MARCH 2015

KAUAI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
MARCH	3	0	0	3	0	0	35

MSAG CURRENT MONTH NOTES:

A total of thirty-eight (38) MSAG transactions were processed in 9-1-1 Net during the month of March 2015. Three (3) requests were processed relating to the MSAG database, and thirty-five (35) requests relating to the ALI database (see ALI Transaction chart on next page). There were 35 customer ANI/ALI (telephone/address) records updated as a direct result.

KAUAI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JAN	9	7	0	1	1	0	116
FEB	88	77	2	1	2	6	1,064
MAR	3	0	0	3	0	0	35
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	100	84	2	5	3	6	1,215
AVG PER MONTH	33	28	1	2	1	2	405

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

ALI TRANSACTIONS CURRENT MONTH – MARCH 2015

KAUAI COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR (A)	ALI-DR (B)	VoIP DR (C)	TN CR	ALI-DR	VoIP DR
MAR	35	35	0	0	227	0	0

Definitions							
<p>(A) Telephone Number Change Request - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 499 attached to them which indicates the need for validation.</p> <p>(B) Automatic Location Information Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.</p> <p>(C) Voice over Internet Protocol Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.</p>							

ALI TRANSACTIONS CURRENT MONTH NOTES:

Thirty-five (35) Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 299 clean-up effort. There were no ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net.

OPEN DISCREPANCY RECORDS STATUS:

- There are 227 Open TN CR Transactions as of March 31, 2015
- Refer to chart in the next section "TNCR Current Status"

The Open TN CR transactions are a direct result of the ESN 499 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

There are no Open ALI-DRs as of March 31, 2015

There are no Open VoIP DRs as of March 31, 2015

ALI TRANSACTIONS YEAR-TO-DATE (YTD) SUMMARY – 2015

KAUAI COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	69	69	0	0	201	0	0
FEB	2	2	0	0	211	211	0
MAR	35	35	0	0	227	0	0
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	106	106	0	0			
AVG PER MONTH	35	35	0	0			

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – MARCH, 2015

NOTE:

- 9-1-1 NET is a secure web-based application that provides access to request changes to the MSAG, ALI, TN, and ESN/ELT data supported and maintained by Intrado for the Telephone Company (TelCo).
- TNCRs are not requests to change Telephone Numbers (TNs); however, it is a corrective process within 9-1-1 NET to modify location information associated with an Automatic Location Identification (ALI) record to a valid MSAG address for 9-1-1 purposes.

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
KAUAI	227	28	53	146

STATUS
TOTAL TNCRs SUBMITTED - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
PENDING STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.
REFERRED STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.
TOTAL UNOPENED TNCR RECORDS STATUS - The request is submitted by Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – MARCH 2015

MAPPING LAYERS UPDATED (PART I)

The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	3/31/2015		Spatially corrected four (4) address points (4255, 4259, 4273 and 4287 Holoikalapa St) in Anahola.
	3/31/2015		Added nine (9) address points in Anahola.
	3/31/2015		Spatially corrected one (1) address point (2304 Wiliko St) in Lihue.
	3/31/2015		Added seven (7) address points in Lihue.
	3/31/2015		Added two (2) address points (2232 Pane Rd and 2232 Pane Rd A) in Poipu.
	3/30/2015		Added ten (10) address points in Princeville.
		03/26/15	
	3/26/2015		Added one (1) address point (3633 Anini Rd) in Princeville.
	3/26/2015		Spatially corrected five (5) address points in Puhi.
	3/26/2015		Added six (6) address points in Puhi.
	3/25/2015		Spatially corrected five (5) address points in Wailua.
	3/25/2015		Added thirteen (13) address points in Wailua.
	3/25/2015		Added one (1) address point (9635 Huakai Rd) in Waimea.
	3/25/2015		Spatially corrected five (5) address points in Waipouli.
	3/25/2015		Added six (6) address points in Waipouli.
	3/19/2015		Spatially corrected one (1) address point (2700 Ke Alauala St) in Kukuiula.
	3/19/2015		Added eleven (11) address points in Lihue.
	3/19/2015		Added sixteen (16) address points in Kukuiula.
	3/17/2015		Corrected routing id to eight (8) address points in Kilauea.
	3/16/2015		Added sixteen (16) address points in Kukuiula.
	3/13/2015		Spatially corrected one (1) address point (40350 Kuhio Hwy) in Wailua.
	3/13/2015		Added three (3) address points (6889 Kawaihau Rd, 4589 Koa St and 5231 Kuau Rd) in Kapaa.
		03/12/15	
	3/12/2015		Added two (2) address points (4791 Kanaele Rd and 6272 Kawaihau Rd) in Kapaa.
	3/6/2015		Spatially corrected one (1) address point (5586 Kaehulua Rd) in Kapaa.
	3/6/2015		Added one (1) address point (3800 Kuiloa Rd) in Hanapepe.
	3/6/2015		Added twenty-six (26) address points in Kalaheo.
	3/6/2015		Added three (3) address points (4600 Hauaala Rd, 5411 Kaapuni Rd and 5570 Kaehulua Rd) in Kapaa.
	3/6/2015		Added one (1) address point (3334 Kalihiwai Rd) in Princeville.
	3/4/2015		Added one (1) address point (4211 Anahola Rd) in Anahola.
	3/4/2015		Corrected address to one (1) address point (4435 Alamoo Rd) in Haena.
	3/4/2015		Added one (1) address point (505190 Kuhio Hwy) in Hanalei.
	3/2/2015		Corrected routing id to fifteen (15) address points in Kilauea.

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

MAPPING LAYERS UPDATED (PART II)

The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

MAPPING LAYERS UPDATED (PART III)

The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

MAPPING LAYERS UPDATED (PART IV)

The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

MAPPING LAYERS UPDATED (PART V)

The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Medical Facilities			
Milepost Markers			
MSAG Communities	3/6/2015		Corrected boundary to two (2) MSAG Communities (Kalihiwai and Princeville).
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest		03/26/15	
	3/17/2015		Spatially corrected two (2) points of interest (Anahola Hawaiian Homes Park and Mahina Kai) in Anahola.
	3/17/2015		Corrected address to two (2) points of interest (Eleele Elementary and Eleele Elementary Shelter) in Eleele.
	3/17/2015		Spatially corrected two (2) points of interest (Eleele Elementary and Eleele Elementary Shelter) in Eleele.

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

MAPPING LAYERS UPDATED (PART VI)

The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest	3/17/2015		Spatially corrected thirteen (13) points of interest in Kalaheo.
	3/17/2015		Spatially corrected seven (7) points of interest in Puhi.
	3/17/2015		Corrected address to one (1) point of interest (YMCA) in Puhi.
		03/12/15	
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	3/31/2015		Corrected range to two (2) street segments of Kamane Rd in Anahola.
	3/30/2015		Spatially corrected seven (7) street segments in Moloaa.
	3/30/2015		Added one (1) segment of Koolau Rd and split one (1) segment of Koolau Rd in Moloaa.
	3/27/2015		Spatially corrected three (3) street segments (two segments of Koolau Rd and one segment of Kuhio Hwy) in Moloaa.
		03/26/15	
	3/17/2015		Spatially corrected one (1) street segment of Kolo Rd in Kilauea.
	3/17/2015		Added one (1) segment of Kolo Rd and split one (1) segment of Kolo Rd in Kilauea.
	3/17/2015		Added one (1) segment of Wailapa Rd and split one (1) segment of Wailapa Rd in Kilauea.
	3/17/2015		Added two (2) street segments of Kolo Rd in Kilauea.

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

MAPPING LAYERS UPDATED (PART VII)

The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines		03/12/15	
	3/6/2015		Spatially corrected one (1) street segment of Kalihiwai Rd in Princeville.
	3/6/2015		Spatially corrected one (1) street segment of Kalihiwai Rd in Kalihiwai.
	3/2/2015		Spatially corrected fifty-two (52) street segments in Kilauea.
	3/2/2015		Added one (1) street segment and split one (1) street segment in Kilauea.
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	3/31/2015		Per ATT CRS
		03/26/15	
	3/16/2015		Per ATT CRS
	3/13/2015		Per VZW CRS
		03/12/15	
WSP Cell Towers	3/31/2015		Per ATT CRS
		03/26/15	
	3/16/2015		Per ATT CRS
	3/13/2015		Per VZW CRS
		03/12/15	

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

NOTE:

- The Parcels layer is provided by Kauai County. Akimeka performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.
- Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

GIS Key activities include the events such as GIS deliverables, meetings, agreements, etc.

Date	Key Activities/Updates
3/26/2015	Performed Powermap update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest.
3/26/2015	Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, Geofile for Points of Interest, Geofile for IRA, WSP Cell Sectors and WSP Cell Towers to GeoComm.
3/17/2015	Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, Geofile for Points of Interest, Geofile for IRA, WSP Cell Sectors and WSP Cell Towers to GeoComm.
3/12/2015	Performed Powermap update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest.

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

POLICE BEAT 453

During the month of June 2014, per special request of the Kauai Police Department, Akimeka began creating Police Beat 453.

1. Throughout July 2014, Akimeka completed the draft boundary for Police Beat 453 based on the boundary descriptions provided by the Kauai Police Department.
2.
 - a. During this process, the boundaries for Police Beats 450, 456 and 556 were modified to accommodate for the new Police Beat 453.
 - b. Two (2) maps were created by Akimeka in July detailing the boundary of the new Police Beat and provided to the Kauai Police Department for their review and approval.
3. In August 2014, the maps previously provided to the Kauai Police Department were reviewed. It was decided that based on the complexity of the CAD configurations for a new beat implementation, the Kauai Police Department would assess the level of effort needed for finalizing the change. Also, after review by the Kauai Police Department, it was determined that there were minor boundary updates that needed to take place.
4. In December 2014, two (2) more maps were created by Akimeka detailing the boundary updates of the new Police Beat and were provided to the Kauai Police Department for their review. Akimeka also researched how many telephone numbers would be affected by the required changes due to the addition of four (4) new ESNs so that coordination with the telephone service providers could begin.
5. In February 2015, approval was finalized from the Kauai Police Department and coordination with the telephone service providers was completed. The Police Beats layer and the affected ESN and IRA layers, as well as necessary changes to the Street Centerlines layer and MSAG Databases, were completed and the changes were uploaded into PowerMap and made available to the dispatchers and was also delivered to the FTP site to be used in the GeoComm system.
6. During March 2015, Akimeka added a Description field to the IRA layer and modified the GeoLynx DMS configuration so that the xml file for the IRA would include populated Description and Tract attribute fields. The DMS configuration modifications also populated the ESN and Internal ESN attribute fields for the xml files for the Street Centerlines and Points of Interest.

BRIDGES:

During the month of September 2014, per special request of the Kauai Fire Department, Akimeka began updating the Bridges layer with weight limits to be used in their MDTs Map.

1. During September 2014, Akimeka began updating the weight limits to the Bridges layer based on county and state databases provided by the Kauai Fire Department.
 - a. During this process, bridges were added to the layer to make the layer as comprehensive as possible. Spatial corrections were made and weight limits were added to the attributes as well as Fire Beats, Fire Response Areas, Height Limitations and Date Updated.
 - b. Akimeka is currently awaiting finalized information from the County regarding the weight attribute fields and weight measurement scales as well as information on any other attributes that should be included in the Bridges layer.
 - c. The updates to the Bridges layer will be completed as soon as Akimeka receives the finalized information and will be uploaded into PowerMap and be available to the dispatchers as well as be delivered to the FTP site to be used in the GeoComm system at that time.

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

MAPFLEX DEPLOYMENT:

As Kauai County and Intrado continued to move forward with the deployment of the new MapFlex mapping system to replace the current PowerMap, forward movement with the project took place during the month of February 2015.

1. In order to proceed with the system configuration by Intrado for MapFlex, the GIS data for Kauai County was requested by Intrado in order to perform validation prior to the installation. As a means of safeguarding the proprietary content of the GIS data, a Non-Disclosure Agreement (NDA) was initiated by Akimeka in May 2014 with guidance and approval from the Kauai County Police Department.
 - a. The NDA serves as the agreement among the County and vendors.
 - i. Kauai County Police Department, Akimeka, Intrado, and Hawaiian Telcom
 - b. The initial NDA had been coordinated between Kauai County and Akimeka in May 2014 and was pending Intrado's approval until it was signed on December 5, 2014.
 - c. Once the final signatures were received by the Kauai County Police Department, Akimeka proceeded with providing the GIS data to Intrado for the data assessment.
2. On January 7, 2015, Akimeka provided the GIS data needed to perform the data assessment by Intrado prior to moving forward with the MapFlex system.
 - a. On January 9, 2015, Akimeka received the evaluations from Intrado regarding the data assessment that was performed.
 - i. The results of the assessment were that there were no mandatory corrections required of the GIS data provided by Akimeka.
 - ii. Recommended corrections that were provided were valid exceptions that were not discrepancies in the GIS data.
 - iii. As a result of the good quality of the GIS data, Intrado decided to move forward with their implementation schedule.
3. During the month of January, 2015, Intrado continued with their MapFlex implementation.
 - a. There were no further requests for GIS data for Akimeka from Intrado.
 - b. No status on the establishment of the secure FTP site and new GIS data upload procedures were communicated by Intrado.

During the month of February 2015, Akimeka coordinated with the Kauai Police Department for final approval of GIS layers to be provided for the MapFlex system.

1. On February 6, Akimeka prepared a total of thirty-seven (37) GIS layers to be delivered to Intrado for configuration and implementation in the MapFlex system. The GIS layers that were provided include all of the displayed GIS layers currently within the PowerMap.
 - a. Akimeka delivered the GIS data layers to Intrado's temporary FTP site as a means of getting the data updated in the MapFlex.
2. On February 5, 2015, prior to the delivery of GIS data, Akimeka received confirmation from Intrado that the FTP site used for this delivery was a temporary site and the MapFlex secure FTP was not established yet.
3. On February 7, 2015, Intrado requested that if Akimeka had specific symbology for the PSAPs they were interested in using, they should send it to Intrado to use for MapFlex.
 - (a) Akimeka replied that the specific symbology should be customized with each of the PSAPs and their operations in mind. Akimeka does not have a preference on which colors the symbology is displayed and relayed to Intrado that it would be best to involve the PSAPs in the configuration process.
4. On February 23, 2015, Intrado notified Akimeka that they were moving forward with the new MapFlex FTP site and requested that Akimeka send a "sample" map update for one of the sites they are working on; Hawaii, Maui, or Kauai.

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

MAPFLEX DEPLOYMENT: CONTINUED

- (a) Akimeka attempted to connect using the provided IP address and was unable to gain access.
- (b) Akimeka followed up with Intrado to request additional connection information with ports, and ftp credentials. In addition, Akimeka requested additional information on the delivery processes associated with MapFlex, such as:
 - (i) Does each delivery within MapFlex require a complete refresh or only updated layers?
 - (ii) Are there specific file names and locations needed to pull updates?
 - (iii) What is the update process that takes place within MapFlex?
 - (iv) Is there a specific time the update takes place?
 - (v) What is the notification processes that the updates were successful?
 - (vi) What is the test/validation processes the PSAP should be informed of?
 - (vii) How are discrepancies reported in the procedure and to whom?
- 5. On February 25, 2015, Akimeka was invited to join a conference call with staff from Intrado qualified to help answer questions and to gain access to the new MapFlex secure FTP site.
 - (a) Intrado's Sr. Systems Administrator provided information on ports and credentials that were required to get access.
 - (b) Little information was provided during the conference on the specific operations that take place within the MapFlex in order to pull updates, however it was replayed that there will be an automated delivery process where a script will identify when new GIS layers are placed on the secure FTP site. Once the layers are identified as new, the layers will be pulled from the FTP site, a simple validation process ran, and placed on the MapFlex server where it will then be pushed to the workstation. There is currently no automation on notifications and no procedure on reporting discrepancies. There is a roll back procedure if there are errors that are identified in the GIS data. The MapFlex will hold onto 5 sets of data. If there is an issue that is identified, the data can be rolled back manually. Currently there is no automation with this.
- 6. Subsequent to the conference call, Akimeka attempted to connect to the secure FTP site on February 25, 2015, and was unsuccessful.
 - (a) After additional coordination with Intrado's Sr. System Administrator, Akimeka was able to gain access on February 26, 2015.
- 7. On February 26, 2015, Akimeka successfully delivered the same updated GIS layers for the MapFlex system via new secure FTP site, that were included in the February 25, 2015 deliverable for PowerMap.
 - (a) This ensures that if the GIS data delivered for MapFlex is made available to dispatch, it will be consistent with the PowerMap.
- 8. During the month of March 2015, there were no new reports on the status of MapFlex.
 - (a) Akimeka was prepared to provide updated GIS data once confirmation is made that Intrado's delivery system is working properly and configured.

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MARCH 2015

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no open service requests for March 2015.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2015

KAUAI				SERVICE REQUEST CATEGORIES			
2015	TOTAL		Open	911 Map		MSAG	
	Created	Closed		Created	Closed	Created	Closed
2014 Carryover*			0				
January	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0
April							
May							
June							
July							
August							
September							
October							
November							
December							
TOTAL	0	0	0	0	0	0	0

NOTE:

- *The 2014 Carryover row indicated the number of Service Requests that remained opened in 2014.
- Detailed information on service tickets is available upon request.

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly.
	MSAG	Discrepancies with 9-1-1 MSAG addresses

Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

5. E9-1-1 DATABASE SYNCHRONIZATION

(**Reference:** NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Next Database Synchronization Report – April 2015

AUDIT SUMMARY RESULTS – TBA

AUDIT SUMMARY RESULTS – JANUARY 1, 2015 MSAG VS. APRIL 1, 2015 - TBA

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS - TBA

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT - TBA